



TOWN OF CONCORD
HUMAN RESOURCES DEPARTMENT
TOWN HOUSE
P.O. BOX 535
22 MONUMENT SQUARE
CONCORD, MASSACHUSETTS 01742

TEL: 978-318-3025
FAX: 978-318-3024
hr@concordma.gov

July 14, 2015

Dear Applicant,

Thank you for your interest in the **GIS & Application Integration Program Manager** position with the Town of Concord. Enclosed with this letter is a description of the duties and qualifications for this position, as well as an application form and questionnaire. In order to be considered for this position, you must fully complete the application form and questionnaire and return them to the Town Human Resources Office. **Applications will be accepted by August 17, 2015 at Noon; or until the position is filled.**

Please note that you may attach a resume to your application as additional information; however, the resume cannot serve as a substitute for completing the form in full. Emailed resumes are not accepted. Please do not include any information pertaining to age, race, color, religion, national origin, ancestry, gender, gender identity, sexual orientation and physical/medical condition or history.

You can expect to be notified as soon as a decision has been made regarding your standing in the process. We anticipate that everyone will have been contacted regarding their candidacy once a final decision has been made.

Again, thank you for your interest in the Town of Concord.

Sincerely,

Amy Traywick
Assistant Human Resources Director

Enclosures (2)



*The Town of Concord
is currently accepting applications for the full-time position of:*

GIS & Application Integration Program Manager
Information Technology

Full Salary Range: \$61,222 - \$92,350
Starting Salary Commensurate with Experience

**Applications accepted by August 17, 2015 @ Noon;
or until the position is filled.**

APPLICATION PROCESS

All applicants are required to complete the attached Town application form and questionnaire. Resumes may be attached to the application form as additional information but cannot serve as a substitute for completing the form.

Applications received in the Concord Human Resources Office by **Monday, August 17, 2015 at Noon** will be evaluated in a first consideration screening and the most highly qualified candidates will be invited to one or more interviews and/or other assessments. Applications will continue to be accepted and may be considered until the position is filled.

All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Appointment of the final candidate will be contingent upon completion of pre-placement conditions including a physical exam, drug-screening, and criminal, credit, and motor vehicle record checks. Costs for these pre-placement requirements will be borne by the Town.

Individuals who need accommodation in order to participate in this process should contact the Concord Human Resources Department.

The Town of Concord is committed to a diverse workforce and welcomes applicants with disabilities and/or from multi-cultural communities. EOE

Questions regarding this hiring process should be addressed to the:
Concord Human Resources Department
Town House, 22 Monument Square, P.O. Box 535, Concord, MA 01742
978-318-3025
www.concordma.gov/hr

GIS & Application Integration Program Manager

The GIS & Application Integration Program Manager is a key new role within the Information Technology Department for the Town of Concord. Reporting to the Chief Information Officer, the role focuses on the portfolio of applications and data used across departments. The Program Manager must have broad experience in IT project management, application deployment, data management and geographic information systems to successfully implement the program.

Technical responsibilities for application maintenance, configuration, and deployment are combined with leadership in application selection, development of business process, and service improvement in this role. Strong organization and communications skills are required since the GIS & Application Integration Program Manager will interact with staff at all levels and from all Town departments to plan and execute projects that maintain and enhance the application portfolio.

Knowledge of database systems, web hosting, servers and end user computing are all important. And, since many of the Town's existing and future systems use geographic information, GIS experience is required. The GIS & AI Program manager will coordinate Town-wide GIS activities. The successful candidate will combine proven technical expertise with a customer-oriented service approach and strong program management skills.

GENERAL SUMMARY:

Under the general direction of the Chief Information Officer, works to maximize the benefit and use of the Town's application portfolio. Has Town-wide responsibility for coordination of geographic system data across all departments and functions. Works to improve data integration across application systems, and to maintain the application portfolio and ensure the accuracy of geographic and other datasets. As a result, data from major application systems can be combined to provide actionable information for personnel and residents through platforms such as the Town's website. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring flexibility in approach to workload.

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

- ◆ Maintains the portfolio of all major application for the IT department.
- ◆ Leads the technical implementation of GIS oriented applications for all departments.
- ◆ Provides technology leadership for the selection and implementation of IT applications across departments. Works to ensure all applications are kept up to date and replaced when needed.

- ◆ Performs and provides expertise in data management and information systems implementation. Works to ensure the productivity of multiple Town departments, to reduce overlap, and to optimize costs.
- ◆ Leads the GIS steering committee, which prepares an agenda for GIS and other major application projects for approval by the Senior Management Team.
- ◆ Performs key activities to assist the GIS upper community in leveraging data and using it in the most coordinated and effective way. Provides access to data and technical support as needed.
- ◆ Provides GIS services and technical assistance to departments that lack internal GIS resources.
- ◆ Ensures that all GIS data layers are documented and maintained in accordance with published schedules.
- ◆ Supports the use of federated and linked data sources by applications used for various functions.
- ◆ Provides general IT application support in collaboration with all IT staff reporting to the Chief Information Officer.
- ◆ Prepares GIS budgets and service contracts, and submits to the Chief Information Officer for approval.
- ◆ Configures and operates; computers, regular and high performance (engineering) workstations, servers, databases, web servers, applications, and data acquisition devices.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

- ◆ No direct supervisory responsibility. Indirectly supervises the technical work performed by GIS analysts to ensure accurate implementation and maintenance of data layers.

EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:

- ◆ Bachelor's degree in a GIS or IT Applications related field and ESRI technical certification or equivalent; a minimum of 5 years relevant combined experience in GIS, general IT, and IT applications; or any equivalent combination of education and experience.
- ◆ Valid motor vehicle operator's license required; must have reliable personal vehicle available for use during working hours.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Demonstrated skill and proficiency in GIS and other application development, deployment, and integration; database management; and web development.
- ◆ Expertise in ESRI software products and all applicable GIS and related applications, and experience with MS Word, Excel, and related software.
- ◆ Strong customer support/service focus and ability to instruct individuals in the detailed use of GIS and other applications.
- ◆ Demonstrated skill in the use of data from GPS and land surveying equipment, computer aided drafting programs (CAD), graphic information systems (GIS), and related IT equipment may be required for occasional data acquisition.
- ◆ Ability to communicate effectively and tactfully with the public, coworkers, other employees, departments, officials, etc., and to effectively lead and collaborate with diverse groups.
- ◆ Ability to work with a high level of detail and prioritize multiple tasks. Ability to change direction and rearrange tasks according to deadlines and circumstance.

WORKING CONDITIONS & PHYSICAL DEMANDS:

The majority of work is generally performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates and Maintains IT and other standard office equipment requiring hand-eye coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

Occasionally required to go outdoors and may be exposed to variable weather conditions and hazards associated with construction sites and public works projects to consult and support employees.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Town of Concord
GIS & Application Integration Program Manager
Application Questionnaire

By completing this questionnaire, you will provide our screening committee with valuable information regarding your qualifications for the position of Concord's Geographic Information Systems and Application Integration Program Manager. Please answer each question as completely as possible in 250 words or less, even if the requested information already appears in your resume or other application materials.

- *Include your name on the top of each page submitted.*
- *Number your responses to match the question being answered.*
- *Be as specific as you can in citing information, events, actions, or functions you have performed in your career, but do not include any confidential information.*

In order for you to receive further consideration for this position, responses must be received with all other application materials.

Background:

The vision for this position in the Information Technology departments is to provide proactive support for the integration of application systems used in Concord. Program and project management methodology will be used to prioritize and execute projects successfully. Data federation and data management techniques will be applied to ensure data consistency and sharing across systems. As a municipality, Concord's geographic information is among the most important and is pervasive in many key applications. However, this position requires working with all types of data and will involve Web based, client server, and workstation application projects which frequently do not involve GIS at all.

Questions:

1. Your approach to project management:
Give an example of a project that you managed which involved the implementation of a GIS or general IT application. Describe the project objectives, scope in terms of budget and organizational impact. What was a key action or decision you made that affected the outcome?
2. Your approach to solution development:
Please give an example of a specific situation when you were able to use your skills to address a project or technology need within an organizational setting.
 - a. What was the specific need?
 - b. What was challenging about the situation?
 - c. What did you do to address the challenge?
3. Your experience with application databases and servers:
Please describe your experience setting up, maintaining and supporting users of a business class application system.
 - a. Who were the users of the system?
 - b. What did you put in place to train and or support the users?
 - c. Describe your involvement with system selection or replacement.



TOWN OF CONCORD

An Equal Opportunity Employer

EMPLOYMENT APPLICATION

BOTH PAGES MUST BE LEGIBLY COMPLETED

Return to: Human Resources Dept., 22 Monument Square

OR Mail to: P.O. Box 535, Concord, MA 01742

Name	_____	_____	_____
	First	Middle	Last
Address	_____		
City	_____	State	_____ Zip
Home # ()	_____	Cell # ()	_____
Email Address	_____		

Position Applying for: **GIS & APPLICATION INTEGRATION PROGRAM MANAGER**

How did you learn of this position, please be specific (i.e. Concord's website, Name of Newspaper, etc.): _____

Schedule: Continuous ☐ Seasonal ☐ Full Time ☐ Part Time ☐ Either ☐

Do you have relatives working for the Town of Concord? Yes ☐ No ☐

Are you, or any relative, a member of any Town Board or Commission? Yes ☐ No ☐

If yes to either, please specify _____

If hired, can you provide proof of citizenship or legal right to work in the US? Yes ☐ No ☐

Are you under 18 years of age? If yes, a work permit is required. Yes ☐ No ☐

SPECIAL SKILLS (Below please list special skills applicable to this position)

____ Typing (WPM _____)
____ Word Processing /
____ Equipment/Programs

____ Shorthand (WPM _____)

____ 10 Key Calculator
____ Computers -
____ Equipment/Programs

Licenses: _____

Shop or Heavy Equipment:

Other: _____

EDUCATION HISTORY

Highest Level of Education: _____ Grade School _____ High School Diploma or equivalent
____ Vocational, Technical Diploma or Certificate
____ Associates Degree _____ Bachelors Degree _____ Post Grad. Degree

Name and Address of Schools (High School and Above)	Major Fields of Study	Number of years completed or type of degree received

Other Training you received (e.g. Work Training Programs, Armed Forces Training, Special Courses, etc.): _____

Additional information that may be helpful in establishing your qualifications. (Awards, Professional Affiliations, etc.) _____

EMPLOYMENT RECORD

This section must be completed. A resume cannot be substituted. List most recent position first. Include relevant summer employment or work performed on a voluntary basis.

Name of Company _____ Dates Employed
From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving (or Seeking Other Employment) _____

Name of Company _____ Dates Employed
From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

Name of Company _____ Dates Employed
From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

Name of Company _____ Dates Employed
From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

I understand that entering into and continuing employment with the Town is subject to the verification of my statements and receipt of satisfactory references. I understand that any false answers or statements and/or withholding of information will be sufficient grounds to terminate my employment at any time.

Applicant Signature _____ Date _____

It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liabilities.